

Consumer Services

Goal #1: Complete implementation of the Limousine Ordinance

March 11, 2004

Status:

- Affidavits were received from applicants in the luxury sedan lottery to confirm compliance with the requirement that lottery applicants were providing taxicab service as a taxicab chauffeur in compliance with Chapter 31 of the Code as of January 1, 1999. The lottery process is now being finalized.

Goal #2: Further the transition to owner-operator Taxi Cab System

Status:

The Taxi Ordinance was adopted July 9, 1998. A central goal was to create a system of owner-drivers.

- CSD continues to receive and process applications for transfers of taxicab licenses to owner-operators. 177 taxi licenses have been transferred to owner-operators since adoption of the Taxi Ordinance in 1998. The chauffeur must drive the vehicle one of two shifts five days per week.
- Winners of the 2003 taxicab lottery, which was held on November 14, 2003, continue to place their vehicles into service. As of February 10, 2004, 28 of 32 lottery winners have active vehicles; of this number, sixteen are wheelchair accessible. Winners have 120-days to place vehicles into service and meet all requirements. 141 lottery licenses have been issued since ordinance adoption.
- The 2003 taxicab lottery was the last of five lotteries contained in the Code for the incremental issuance of medallions prior to a population ratio of 1:1000 becoming effective 2004. Staff continues to meet with the department's Taxicab Advisory Group to review of the population ratio, consider alternative approaches to continuing the lottery system, and creating new specialized service areas.
- There are 432 of 1,966 taxi licenses (21.9%) held by owner-operators. In 1998, approximately 114 of 1,824 taxi licenses (6%) were held by owner-operators.
- The 1998 ordinance created a required apprentice and training program for new taxi chauffeurs. This program, offered twice per month, is intended to provide new drivers with the necessary skills to be successful. 1,766 taxi chauffeurs have completed the program to date.

Goal #3: Continue to improve consumer protection services

Status:

- Implementation continued with regard to the licensing and regulation of towers. All towing businesses were required to be licensed by the CSD effective November 22, 2003. CSD staff continued vehicle inspections and visiting all non-licensed towing businesses to compel compliance. 434 applications have been received from towing businesses operating 879 tow trucks.
- The CSD concluded an investigation against Kendall Towing Inc. as a result of the receipt of consumer complaints relating to towing practices. The investigation resulted in the filing of a lawsuit and subsequent signing of a Joint Stipulation with the company. Under the Joint Stipulation, Kendall Towing agreed to pay a \$12,600 civil penalty, comply with all the requirements of the Towing Ordinance, reimburse any consumer who registers a valid complaint with CSD within one year relating to matters addressed in the Joint Stipulation, and cease and desist from performing non-consent tows for a period of one year.

- Continued to monitor Comcast Communications cable system upgrade occurring in the Carol City and Aventura areas. Comcast is providing daily updates to the County regarding its construction and is currently on schedule to meet its construction deadlines. The first deadline is the completion of the Carol City area no later than May 30, 2004.
- Winn Dixie Corporation entered into an agreement (Assurance of Voluntary Compliance) with the CSD resulting from violations of the County's advertising, packaging, and meat identification laws. Under the terms of the agreement, Winn Dixie agreed to pay a fine of \$75,000 and the CSD will conduct a series of training sessions for Winn Dixie staff about the County's packaging, shelf life, and meat identification laws.
- CSD held a Small Claims Court Clinic on February 19, 2004, at the South Dade Regional Library.

Goal #4: Institute a streamlined process to license passenger motor carriers, non-emergency vehicles and private school buses

Status:

CSD has been embarking on an industry-by-industry review of regulations and reform measures. CSD is presently drafting revisions to Passenger Motor Carrier code sections. This section of the Code regulates services such as tour vans, contract carriers, and jitneys. An initial draft ordinance was circulated to industry and a workshop was held on May 12, 2003.

Other Activities:

- Pursuant to a Board directive, CSD commenced a review into the feasibility of licensing tour guides. Activities include reviewing concerns expressed by the Greater Miami Convention and Visitors Bureau and the International Travel Services Association, and conducting a review of the regulatory requirements of other jurisdictions.
- Kerwin Londono, Motor Vehicle Repair Enforcement Officer with the Consumer Protection Division, was selected as the CSD's Employee of the Quarter for the Fourth Quarter of 2003. Mr. Londono was recognized for his work in the development of an employee performance tracking database that is currently being used by enforcement staff.
- Cooperative Extension training programs and workshops included:
 - i. Conducted a workshop on nutrition at the Overtown Youth Center on Girls and Woman's Sports Day.
 - ii. Conducted a 4-H forestry program in which members made mock plans to develop 400 acres into a park.

Seaport

Goal #1: Maintaining market share and attracting new business.

Status:

In an effort to grow its cargo business in this very competitive environment, port staff continues to promote the Port of Miami for new services and routes anticipated to make stops in South Florida. Toward this end, staff traveled to South America to meet with representatives of its largest shipping line to promote the Port. Initial feed back at this meeting was very positive. Also, we are pleased to advise you that the Port of Miami has been notified that it will be getting an important service starting March 27, 2004. This service will call at Mediterranean as well as East Coast U.S. Ports and is comprised of several leading shipping lines.

On the cruise side, the seaport will be extremely active this month as it welcomes the 20th Annual Seatrade Cruise Shipping convention March 15-18, 2004. This is the premier convention in the cruise industry, which is attended by more than 9,000 attendees; including over 700 cruise line executives from 76 different companies. The port will participate in workshops and be a major exhibitor at the trade show. Also, as part of the Seatrade Convention, the Port of Miami has partnered with the Greater Miami Convention and Visitors Bureau to host the Florida Caribbean Cruise Association Gala on March 18, 2004.

Additionally, the seaport will join the Greater Miami Convention and Visitors Bureau at the American Association of Travel Agent's (ASTA) CruiseFest March 25-28, 2004 in Miami. The goal is to jointly publicize Miami as the HomePort-of-call, as well as the premier destination offering pre-and post- cruise activities.

Goal #2: Advancing the Infrastructure Program.

Status:

The P&O/Seaport Fast Track Development Program for 33 projects has completed more than 100% of all design requirements and executed 30 project Guaranteed Maximum Prices (GMP) totaling \$87 million, of which 9 projects have been completed. Overall completion of this program is scheduled for January 2005.

The Seaport Expedite Program for two (2) new cruise terminals (\$60 million) and multiple infrastructure projects (\$40 million), including crane electrification, marine mooring improvements, container yard development and INS lease improvements to cruise terminal 7 have entered to Pre Construction phase with each of the Construction Managers. The Cruise terminals are scheduled for completion within 14 months and the balance of the projects are programmed for completion within an 18-month period.

The Department has been successful in working with state and federal agencies to secure grant funds for security infrastructure projects. These projects are being integrated into the capital development program. Toward this end, the Department recommended to the Transportation Committee an amendment to the P&O Development Agreement at its July 2003 meeting. The Committee favorably recommended the item for County Commission review and the Board approved it at its September 9, 2003 meeting.

Goal #3: Agreeing on a feasible plan to improve traffic flow on and off Port.

Status:

On-Port: Within the Infrastructure Program, construction of a new road will ultimately separate cargo trucking from cruise traffic on the Port. In addition to being a new security measure, this separation of vehicles is designed to enhance traffic safety and ease traffic flow within the Port. Road construction is advancing at a fast pace with about 45% of the project work completed to date.

Off-Port: The primary route to and from the Port is from I-395 entering/exiting from N.E. 1st and 2nd Avenues. The first step the Port has undertaken in improving off-Port access is to perform road improvements on N.E. 1st and 2nd Avenues from I-395 to 5th and 6th Streets. These improvements include resurfacing, drainage, and right-of-way acquisition (completed) for wider turning lanes for truck traffic, in which the required permits have been obtained. The Public Works Department, on the Port's behalf, is expected to commence construction of these improvements in 2004.

With the increasing redevelopment in the downtown area, traffic is expected to increase in the vicinity of the Port. The second step the Port has undertaken is to improve off-Port access to seek an alternate route to the interstate system. For travel north on I-95, downtown and Port traffic have two options: (1) the I-95 ramp at N.W. 8th Street and (2) I-395/2nd Avenue. If vehicles need to go west on 836, the primary entry point is I-395/1st Avenue. As a result, the Port is working with the Florida Department of Transportation (FDOT) in FDOT's PD&E evaluation for a new ramp at N.W. 6th Street westbound 836 with entry point at I-95 and N.W. 6th Street. The Port will be responsible for road improvements along 5th and 6th Streets similar in nature to those being performed on N.E. 1st and 2nd Avenues. As of the date of this writing, FDOT is anticipated to discuss this project and address the concerns of the community interest groups with the MPO Board on February 5, 2004. **(Project on hold)**

Also, the Department continues to work with the appropriate state and federal agencies to move forward with the Port Tunnel project. The FDOT has commenced borings within the proposed tunnel location as part of its re-evaluation study.

Goal #4: Beginning the development process for Maritime Center (i.e. office space, hotel, restaurants, etc.)

Status:

At this time, the Seaport Department has developed a maritime center mixed-use concept with preliminary site layouts as a working tool for further marketing and feasibility analyses.

Public Works

Goal: Implement the Public Works Department's PTP projects on-time and on-budget

Status:

- The NW 62 Avenue project in Hialeah is ready to begin. The City of Hialeah is working with the County's Department of Business Development (DBD) to meet goals set in the contract. The City of Hialeah plans to begin this \$5.5 million dollar project in March, and a groundbreaking event will be held at a later date.

- 7 construction contracts for resurfacing, sidewalk, drainage, ADA sidewalks, and school flashers will be sent to the BCC / CITT shortly for approval of the award recommendation. 8 more open contracts have been advertised, and the department is continuing the preparation of new contracts for school flashers, traffic signals, ADA sidewalks, sidewalks, drainage, and striping.
- The Public Works Department has contacted each of the County Commissioner's Offices to set up a meeting with Public Works to discuss Neighborhood Improvements in their districts with PTP funds.
- Six design contracts were advertised in February. The contracts will address several site specific projects in the department's 2-year plan as well as the feasibility study for the proposed Miami River Tunnel.
- The Public Works Department is working with the City of Miami to revise a JPA for the Grand Avenue Project. The City of Miami will be using the County's Department of Business Development to set participation goals and oversee compliance. The project is a \$3.7 million dollar job, which combines funding from PTP, other County funding sources, and some City of Miami funding. The City of Miami is hoping to break ground in April for this project.
- The Public Works Department met with FDOT officials regarding the NW 74 Street connector project. FDOT has a consultant on board to begin the PD&E study. Public Works will continue to work with FDOT to combine resources and advance this project in the design and construction phases.

Miami- Dade Transit

Goal #1: Implement goals of Peoples' Transportation Plan

Status:

To continue implementation on-schedule,

- MDT organized and participated in a one-day trip to Washington to meet with the congressional delegation to continue to promote and garner support for the transit corridors in the PTP. Staff participants included; Dr. Carlos F. Bonzon, Surface Transportation Manager; Roosevelt Bradley, Director, MDT; Alberto Parjus, Chief, MDT Joint Development; Joe Ramallo, Mayor's Office; Eric Olafson, Mayor's Office; and Lynn Harris, Chair's Office. Staff was joined by Miami-Dade's lobbying team and had productive meetings with staff from Congressman Mario Diaz-Balart; Congressman Lincoln Diaz-Balart; Ileana Ros-Lehtinen; Miami-Dade team met personally with Congressman Kendrick Meek and Congresswoman Corrine Brown.
- The BCC approved the Notice to Professional Consultants (NTPC) for Program Management Consulting Services for the People's Transportation Plan (PMC). The PMC will function as specialized support staff to MDT and those other County departments engaged in People's Transportation Plan (PTP) project work. The PMC supports MDT staff in all program management functions necessary to ensure that the PTP projects are completed on time and within budget.
- MDT participated in a meeting called by Commissioner Moss that included members of the congressional delegation. MDT and the County Manager's office provided delegation members (and staff) present with a status report on transit corridors in the PTP as well as establish strategy for the delegation to move forward with a unified message of support for a plan of action for the PTP transit corridors. Attendees included: Congressman Kendrick Meek; staff from Lincoln Diaz-Balart's Office; staff via telephone from Mario Diaz-Balart's office; Commissioner Moss; George Burgess, County Manager; Dr. Carlos F. Bonzon, Surface Transportation Manager; Roosevelt Bradley, Director, MDT; and respective staff from the Manager, MDT and Chair's offices.

- MDT is developing a PTP Status Report that will provide a comprehensive mechanism to ease the reporting of project progress and to provide an easily interpreted document for the citizens and policy makers of the county. This document will provide a report on the status of PTP plan elements with a five-year window and will include other related projects, such as those overseen by FDOT, MDX, SFRTA and the MPO, that contribute to the mobility enhancements that are provided by the PTP.

Goal #2: Recreate Department's image through futuristic designs and facilities integrated into the system

Status:

- MDT has been actively replacing blown lamps at all Metrorail stations. This effort is part of one of MDT's most immediate objectives; which is to swiftly address high visibility maintenance problems at MDT's Metrorail stations and facilities. Other on-going repairs include Metrorail Station painting and Metrorail Station Elevator Lighting upgrades.

Goal #3: Improve the system's reliability

Status

- MDT is recommending discontinuation of overnight Metrorail service due to low ridership since its inception in June 2003. The average daily ridership during the hours of 1:00 a.m. to 5:00 a.m. is 250 passengers. Concurrent with this recommendation, MDT is recommending replacing the overnight Metrorail service with a bus route to facilitate the 250 passengers currently depending on overnight service. These recommendations have already been unanimously accepted by the Trust to amend the PTP and if approved by the BCC, the changes to overnight service will go into effect in April 2004.
- MDT is recommending reverting from the 3-year Bus Service Improvement Plan to the 5-year Bus Service Improvement Plan. In July 2003, as implementation of the three-year plan continued, County's budget professionals realized that the rapid implementation of bus service was having a negative impact on budget levels. Additionally, from an operations perspective, the rapid addition of service without a "lineup" did not allow for a coordinated system wide effort to schedule service as efficiently as possible. This recommendation has been accepted by the Trust to amend the PTP. The Board is scheduled to consider this action in March 03'.
- Initial results from the first phase of data collection for the Comprehensive Bus Operational Analysis (CBOA) will be completed in March 2004. The project will develop recommendations resulting in an efficient, productive and reliable bus system. All recommendations from the initial data will be implemented in the July line up. The estimated completion of the project is November 2004. Additionally, once recommendations are implemented, on-time performance should be improved.

Goal #4: Improve the courtesy and customer service provided

Status:

- As reported in previous reports, MDT is moving forward with developing its program for internal customer service training. Every employee in the department will participate in customer service training. The program should be completed within six months.

Aviation

Goal #1: Determine governance structure for MIA

At this time, there is nothing further to report on this matter.

Goal #2: Expediting the Capital Improvement Program

Status:

The success of the CIP continues to rely on effective communication between MDAD, stakeholders, state and federal regulatory agencies, other County departments and the building, trades and engineering communities.

Of the \$4.8 billion CIP, \$1.4 billion has been completed including the new Runway, Central Collection Plaza and two new Fire Rescue facilities. Projects in construction phase total approximately \$2.7 billion and include North Terminal Development, South Terminal Development, Central Chiller Plant, Midfield Apron Taxiway Improvements, Miscellaneous Security Improvements, and Airport Operations Information Systems (AOIS).

During the Fiscal Year ending on September 30, 2003, \$516 million dollars worth of CIP related design, construction, and quality assurance activities were completed and paid for by MDAD. The pace of CIP implementation is projected to be more than \$50 million per month for the next two years.

A major objective is to enhance our competitiveness by maximizing grant opportunities and reducing reliance on dept funding for CIP projects that would result in a lower cost per enplaned passenger. MDAD staff is continuously working on this objective and has made substantial gains in this regard to increase grants from FAA, TSA and FDOT. These efforts and results will be highlighted in future reports and Transportation Committee briefings at MIA.

Goal #3: Bring final resolution to the noise problem

Status:

MIA's aircraft noise mitigation program continues with progress on many fronts:

- Completed Phase 1 of the draft Environmental Assessment (EA) for Operational Procedure changes at MIA and awaiting FAA approval to implement Phase 1 changes.
- Phase 2 of Operational Procedure changes to begin upon FAA approval of Phase 1.
- Produced School Noise Insulation Program (SNIP) report. Consultant selection to begin in early 2004. Organizational meeting to be held this month.
- Implementing Noise Mitigation Procedures at Opa-locka Airport (OPF) that were outlined in the EA. The EA was a joint effort between MDAD and the Noise Abatement Task Force for OPF.
- MDAD staff continues to work on Airport Zoning ordinances for MIA, OPF and X51. We continue to brief local municipalities as well as the Noise Abatement Task Forces on the draft Ordinances
- Site selection and installation work continues on six to ten additional Permanent Aircraft Noise Monitors around MDAD operated airports. Due to difficulties in obtaining permission from Miami-Dade Parks Department as well as the School Board we have contacted the Public Works Department for assistance.
- Continue to evaluate the Part 150 issue.

Goal # 4: Reversing the passenger traffic lost by making significant in-roads into new markets, including low-fare carriers, Europe, Africa, etc.

Status:

Low-cost carriers:

Presentation:

- To one domestic low-cost carrier during September 2003. Follow-up is ongoing.
- To second low-cost carrier conducted during November 2003. Follow-up is ongoing.
- To third low-cost carrier is now scheduled for March 15, 2004.

Europe: Presentations were conducted to carriers in Ireland and Belgium during June 2003. Follow-up and dialogue now in process. Should airlines decide on Miami, service start-up might occur during late 2004 for Ireland and 2005 for Belgium.

Middle East: Presentation conducted to major Middle East carrier on December 3, 2003. Follow-up has commenced.

Africa: Individual presentations were conducted between February and June 2003 to airlines in Senegal, Kenya, Nigeria and South Africa.

A presentation combining routes to Nigeria, Kenya and South Africa will be conducted in February 2004 to a major US carrier.

Status of the African studies is as follows:

Senegal: Private airline interested in Miami service is pursuing financing in order to wet-lease aircraft for the route. No change in status.

Kenya: Nation is under a Category II rating by the FAA. Cannot initiate new service to the US until a Category I rating is achieved. Government is pursuing this goal with the FAA for upgrade in 2004. No change in status.

Nigeria: There is interest in Miami from three private airlines. Nation is also under Category II restraints and needs to pursue FAA upgrade for its airlines to fly to the US. No change in status.

South Africa: Follow-up work and dialogue continues. No change in status.

Asia: Presentations scheduled for September 2003 to airlines in Asia were postponed until Spring 2004. Due to effects of SARS, some Asian markets experienced 40% decreases in airline traffic. Presentations to airlines in China, Hong Kong, Singapore and Japan are being planned for May 2004.